



CITY COUNCIL AGENDA REPORT

MEETING DATE: JULY 21, 2009

ITEM NUMBER: IX-1

SUBJECT: PRESENTATION FROM JONATHAN KRAMER, CITY TECHNICAL ADVISOR (KRAMER FIRM INC.) AND RON BOYER, CORPORATE SENIOR NETWORK ENGINEER (TIME WARNER CABLE) REGARDING THE INSPECTION OF TIME WARNER PLANT SYSTEMS AND FACILITIES

DATE: JULY 9, 2009

FROM: ADMINISTRATIVE SERVICES DEPARTMENT/ADMINISTRATION DIVISION

PRESENTATION BY: STEVE MANDOKI, DIRECTOR OF ADMINISTRATIVE SERVICES

FOR FURTHER INFORMATION CONTACT: STEVE MANDOKI, AT (714) 754-5069

RECOMMENDATION:

Receive the presentation from its technical advisor, Mr. Jonathan Kramer (Kramer Firm, Inc.) and Ron Boyer, Corporate Senior Network Engineer, (Time Warner Cable) regarding the inspection of Time Warner Plant Systems and Facilities.

BACKGROUND:

In 2006, Time Warner Cable processed applications with the Federal Communications Commission (FCC) and local authorities to assume the cable company operations of both the Adelphia and Comcast companies. Since that consolidation, Time Warner Cable has been the sole cable provider for the City of Costa Mesa. During the change over with Time Warner, the City received numerous complaints regarding delivery of programs over the cable system.

In response to the complaints received, the City secured the services of Jonathan Kramer (Kramer Firm, Inc.) to perform an inspection and review of the Time Warner system serving the City. Mr. Kramer owns and operates Kramer Firm, Inc. Since 1984, Mr. Kramer and his firm have provided comprehensive technical and operating evaluations of cable television systems and facilities to hundreds of municipalities throughout the United States.

As part of Mr. Kramer's review and inspection of the Time Warner System, he and senior Time Warner staff have met and conferred over the past six months to review and discuss the technical issues regarding picture quality and system reliability. During that time, City staff has closely monitored Time Warner's progress as it has completed the following:

1. The full integration of the prior three cable system networks (Time Warner, Comcast, and Adelphia). (Completed in May, 2009)
2. The virtual elimination of the 'tiling' issue related to the former use of three differing transmission technologies. (Completed in February, 2009.)

3. The channel line-up reconfiguration for channel location consistency. (Completed in January, 2009.)
4. The national conversion from analog over-the-air television to full digital over-the-air television transmission. This conversion impacted every Time Warner customer, even those who had/have HD television sets. (Completed in June, 2009.)

ANALYSIS:

Senior Time Warner staff and the City's technical advisor, Jonathan Kramer, will present at the City Council meeting separate oral reports and will be available to respond to questions from the City Council.

ALTERNATIVES CONSIDERED:

No other alternatives were considered for this presentation.

FISCAL REVIEW:

No fiscal review was needed for this presentation.

LEGAL REVIEW:

A legal review was not needed.

CONCLUSION:

Time Warner has implemented numerous improvements to the Time Warner plant systems and facilities over the past year. This presentation will provide an overview of the current system and the improvements that have been made.



STEVE MANDOKI

Director of Administrative Services



ANNA TELLEZ

Telecommunications Manager

DISTRIBUTION : City Manager
City Attorney
Finance Director
City Clerk